



OPERATIONAL MEMO

TITLE:	UPDATED: DAY HABILITATION SERVICES IN RESPONSE TO COVID-19
SUPERSEDES NUMBER:	HCPF OM 20-099
EFFECTIVE DATE:	DECEMBER 11, 2020
DIVISION AND OFFICE:	BENEFITS & SERVICES MANAGEMENT DIVISION, OFFICE OF COMMUNITY LIVING
PROGRAM AREA:	HOME AND COMMUNITY-BASED SERVICES (HCBS) WAIVERS
KEY WORDS:	PAUSING IMPLEMENTATION, DAY HABILITATION, SPECIALIZED HABILITATION, SUPPORTED COMMUNITY CONNECTIONS, SH, SCC, PROVIDERS, PASAS, HOME AND COMMUNITY-BASED SERVICES, HCBS, CASE MANAGEMENT AGENCIES, CMAS, COMMUNITY- CENTERED BOARDS, CCBS, DD, SLS, SPAL
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Purpose and Audience:

The purpose of this Operational Memo is to provide an update to Operational Memo 20-099 regarding changes to the Day Habilitation services. The Department is ***not proceeding*** with implementation of these changes to Day Habilitation services, which includes Specialized Habilitation (SH) and Supported Community Connections (SCC). This memorandum impacts the Home and Community-Based Services (HCBS) Developmental Disabilities (HCBS-DD) and Supported Living Services (HCBS-SLS) waivers.

Information:

It is widely understood that the COVID-19 Public Health Emergency (PHE) has significantly impacted services that are traditionally provided in group and congregate

settings. These services have been limited, and in response, the Department worked to implement changes to the day program services within the HCBS-DD and HCBS-SLS waivers to lessen the impacts on members, families, and providers. These changes were made with the understanding people were receiving significantly less, or even no, services during the pandemic.

In order to best understand the needs of members and providers, the Department held several meetings to brainstorm and three subsequent stakeholder meetings to discuss the specific policy change, seek additional input on policy proposals, and discuss member, family, and provider needs on September 10, October 1, and October 21. The Department sought information on how services were being utilized prior and during the pandemic, insight into the needs of members during the COVID-19 pandemic, and what changes should be made to the services. Throughout the process, the Department communicated the requirement for any changes to remain budget neutral.

During this process it was reported that due to the pandemic, members were seeing a significant reduction in their services and providers were struggling to provide services within the limitations placed by necessary infection control measures. Initial data supports these assertions. Providers relayed concerns that without some additional changes and increased flexibility, they would no longer be able to remain in operation and members would lose access to critical day program services both now and into the future. Additionally, stakeholders shared that a portion of members were not able to utilize virtual services as well as typical programming. The Department also heard there was a desire to have members receive services on an individualized, one-on-one basis at a higher reimbursement rate.

Based on the information provided to the Department through the meetings and additional discussions with stakeholders, the Department implemented the changes that would allow more flexible and person-centered approach. These changes and information were disseminated through [Operational Memo 20-099](#).

The purpose of the policy change was to increase options for safe access to day program services. The Department has heard feedback that these changes will have a negative impact on many more members than was originally anticipated. Accordingly, ***the Department will not be implementing the tiered structure and the annual cap on day services.***

The Department will be working to reevaluate the policy outlined in [Operational Memo 20-099](#) and looking for an alternative approach. Please be on the lookout for additional communications and proposals while we work through this very difficult period.

Attachment(s):

None

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